

# LoungeKey Pass

## 1. Who can purchase and use Lounge Passes?

Lounge Passes can be purchased on the App and are only available to our Revolut Premium and Revolut Metal Users. A single Lounge Pass is valid for one visit for one person. You can buy multiple Lounge Passes for yourself and for your guests.

We might update or change the price of Lounge Passes from time to time, however we will always tell you the price before you purchase a Lounge Pass. Revolut Premium and Metal users are able to purchase a LoungeKey Pass at a discounted Revolut funded rate. This pricing is discounted from the standard market price for a LoungeKey Pass of £22.

When purchasing a Lounge Pass, you will be asked to input a name of the person who will use each Lounge Pass. Once you purchase a Lounge Pass, you will no longer be able to change this name. Lounge Passes are not transferable, and you will be asked to show proof of identification (i.e. Passport) along with a valid same-day flight ticket in the name of the person on the Lounge Pass.

## 2. What happens if I cancel my Premium/Metal subscription?

You will still be able to redeem all of the Lounge Passes purchased on the app. However, you will not be able to purchase any more Lounge Passes unless you reactivate your Revolut Premium or Metal subscription.

## 3. Can I get a refund for unused Lounge Passes?

You can request a refund for any unused Lounge Passes within 14 days of the date of purchase. This can be done by reaching out to us via our in-App chat function.

## 4. Is Revolut responsible if something goes wrong with my Lounge Pass?

As this service is provided by a third party, Revolut can't guarantee entry and availability of every lounge listed in the App. Lounge descriptions and in-App images are supplied by our partner LoungeKey, and Revolut is not responsible for any inaccuracies in the information that we obtain from them.

## 5. Some other legal bits and pieces.

### **LOUNGEKEY'S CONDITIONS OF USE**

When using the Lounge Services, you are subject to our partner LoungeKey's conditions of use as well as the conditions of use of each individual lounge, available on [LoungeKey's website](#).

### **COMPLAINTS & DISPUTES**

Revolut is not liable for any disputes or claims that may occur between you and LoungeKey. Any queries relating to the service offered by LoungeKey should be addressed to LoungeKey directly via [loungekeypass@loungekey.com](mailto:loungekeypass@loungekey.com).

### **LITHUANIAN LAW APPLIES**

The laws of Lithuania apply to this agreement.

### **BRINGING A CLAIM AGAINST US**

If you want to bring a claim against us in the courts, the courts of Lithuania will be able to deal with any questions relating to these terms and conditions. If you live in another country, you can bring a claim in the courts which are local to you.